United Nations DP/2000/24

Executive Board of the United Nations Development Programme and of the United Nations Population Fund

Distr.: General
24 April 2000

Original: English

Annual session
13-23 June 2000, Geneva
Item 11 of the provisional agenda
Other funds and programmes

United Nations Volunteers

Report of the Administrator

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Summary

The present report provides an overview of the key features and achievements of the work of the United Nations Volunteers (UNV) programme during the 1998-1999 biennium. It also highlights the Programmes' vision and strategic directions at a time when the importance of volunteer contributions to the development of peaceful and prosperous societies is increasingly recognized. The UNDP strategic results framework (SRF), including the ways in which it relates to support to the United Nations system, is applied as the instrument to present and review the areas, outcomes and results to which the UNV programme and the UNV volunteers contribute. The report reaffirms the importance and value-added of the Programme and its aspirations. It reflects the growth in the number of assignments and the broader participation in the Programme by new partners; the expanded support to United Nations system-wide operations for development and peace; its capacity to work effectively in collaboration with disadvantaged groups and communities; and the universality of the UNV programme and the opportunities it presents for South-South collaboration. The proclamation by the General Assembly of the year 2001 as the International Year of Volunteers constitutes a unique opportunity for UNV, as the designated focal point, to develop further its position as the volunteer arm of the United Nations in support of volunteering for development.

I. Introduction

1. The present report gives an overview of the key features and achievements of the work of the United Nations Volunteers Programme (UNV) over the last two years. It also highlights the Programme's vision and strategic directions as it charts its course in a changing world in which the importance of volunteer contributions to the development of peaceful and prosperous societies is increasingly recognized. In this connection, General Assembly resolution 52/17 of 20 November 1997, proclaiming the year 2001 as the International Year of Volunteers and designating UNV as the focal point, presents important opportunities.

2. With the introduction of the first United Nations Development Programme (UNDP) multi-year funding framework (MYFF), which includes the corporate Strategic Results Framework (SRF), a key building block in the application of results-based management has been put in place. For UNV, such a framework provides an instrument through which it can present a clear picture of the areas, outcomes and results to which the UNV programme and the UNV volunteers contribute. In this connection, the Administrator believes that the UNDP SRF, including the way in which it relates to support to the United Nations system as a whole, is relevant for UNV. Moreover, this framework encompasses all the elements of the UNV Strategy 2000. The application of this approach reaffirms the importance and value-added of the UNV programme and its aspirations at the global, regional and, in particular, the national level.

II. UNV: an overview, 1998 to 1999

A. Main characteristics and trends

3. The UNV programme has continued to promote volunteerism, primarily through the mobilization and placement of UNV volunteers. Volunteering brings benefits to both society at large and to the individual volunteer. It makes important contributions to economic development and to the promotion of more cohesive societies by building trust and reciprocity among people. UNV volunteers bring volunteer dedication, commitment and engagement which, combined with skills and experience, has over the years been highly appreciated by programme countries and partner organizations as contributing to relevant development outcomes. The impact of the volunteer spirit on host organizations and communities to which UNV volunteers are assigned is manifested in many ways. Through their work, UNV volunteers often introduce and reinforce a culture of volunteerism and partnership that can have a lasting influence on those whom they serve as well as on the volunteers themselves.

4. UNV work at the community level in particular has supported both spontaneous and structured voluntary action at the grass-roots level, which has taken the form of mutual aid. For many programme countries, this local manifestation of volunteering plays an important role in contributing to social cohesion and economic well-being. Some countries are now seeking assistance from UNV to promote more organized forms of volunteerism. In certain instances, the goal is to establish national volunteer schemes, often with a youth focus. In others, the interest is to develop a facility for sending nationals overseas as volunteers under bilateral schemes. Still other examples are found of returned UNV volunteers forming volunteer associations. The demand for UNV support in building up national and local capacity in the field of volunteerism is likely to expand in the years ahead, given the growing awareness that the International Year of Volunteers is generating.

5. Against this background, the UNV programme continued to grow in the biennium, reflecting its ability to respond to the changing global environment, its flexibility in the range of mechanisms it offers and its capacity to forge strategic partnerships with international, national and local bodies. Development cooperation activities remained the hallmark of UNV programme implementation. The trend towards humanitarian and emergency relief, peace-building and electoral support that emerged in the mid-1990s also continued to gain momentum.

6. The table gives a statistical overview of UNV activities from 1996 to 1999. It provides information, by region, on the number of volunteer assignments that were carried out by international and national volunteers, and on the number of individual volunteers who were involved, by origin and by gender. The data illustrate the strong growth in both the number of assignments and the number of volunteers involved. Some of the significant highlights are discussed below.

Statistical overview of UNV activities

UNV assignments by region and UNV volunteers by region, origin and by gender, 1996-1999

Year	1996				1997				1998				1999			
UNV assignments	3242				3620				4047				4755			
Region	Int'l.	Nat.	Total	Total %	Int'l.	Nat.	Total	Total %	Int'l.	Nat.	Total	Total %	Int'l.	Nat.	Total	Total %
Total	2866	376	3242	100%	2908	712	3620	100%	2820	1227	4047	100%	3495	1260	4755	100%
Per cent	*88%*	*12%*	*100%*	-	*80%*	*20%*	*100%*	-	*70%*	*30%*	*100%*	-	*74%*	*26%*	*100%*	-
Africa	1465	85	1550	48%	1449	225	1674	46%	1305	403	1708	42%	1280	430	1710	36%
Asia and the Pacific	547	93	640	20%	584	143	727	20%	650	286	936	23%	1225	272	1497	31%
Arab States	163	48	211	7%	165	51	216	6%	183	78	261	7%	166	86	252	5%
Europe and the Commonwealth of Independent States	266	8	274	8%	298	127	425	12%	246	252	498	12%	380	178	558	12%
Latin America and the Caribbean	425	142	567	17%	412	166	578	16%	436	208	644	16%	444	294	738	16%

United Nations volunteers	Numbers	Per cent	Numbers	Per cent	Numbers	Per cent	Numbers	Per cent
Total	3176	100%	3371	100%	3643	100%	4383	100%
From industrial countries	929	29%	1076	32%	1179	32%	1561	36%
From developing countries	2247	71%	2295	68%	2464	68%	2822	64%
Male	2140	67%	2202	65%	2283	63%	2811	64%
Female	1036	33%	1169	35%	1360	37%	1572	36%

7. Overall, the number of assignments carried out in 1999 increased by 1,513 or 47 per cent compared to 1996. Also, the number of individual volunteers involved grew significantly, from 3,176 in 1996 to 4,383 in 1999, an increase of 38 per cent. The number of assignments carried out per volunteer therefore increased over the period. This is mainly a result of an increased involvement of the Programme in elections, where assignments are generally of a shorter duration. Growth occurred in all regions. The large-scale involvement in East Timor before, during and after the popular consultation, and in the elections in Indonesia explain the exceptional growth in 1999 in the Asia and Pacific region. As can be seen from the table, this had an impact on the relative distribution of assignments over the different regions in 1999.

8. Africa, in particular the least developed countries (LDCs), continued to be the region where the Programme is most active and where most volunteers carry out most assignments. This is despite the fact that activities in some countries were phased out owing to the intensification of armed conflict.

9. During the reporting period, UNV volunteers representing 141 nationalities served in 148 countries, demonstrating the universality of the UNV programme, encompassing all regions of the world and providing a channel for the exchange of appropriate skills within and among regions. The majority of serving UNV volunteers (64 per cent in 1999) comprised nationals of developing countries, of whom approximately 55 per cent carried out assignments outside their own country. The participation of developing country nationals in UNV programme activities therefore remained high. This reaffirms the unique characteristic of the Programme as a strong and very concrete expression of South-South collaboration. The table shows an increase in 1999 in the number of UNV volunteers from industrialized countries. This is attributable partly to activities undertaken in Bosnia by national UNV volunteers and partly to a particular mix of volunteers for certain operations. For the elections in Nigeria, and Indonesia for example, it was predominantly nationals of European Union Member States who were mobilized within the context of agreements with the Union.

10. The table also illustrates the continuous growth in the number of assignments carried out by national UNV volunteers in their own country. The number in 1999 had increased more than twofold compared to 1996, when the modality was still in the initial stages of development. In terms of absolute numbers, the increase in assignments carried out by national UNV volunteers was sharpest in Africa — from 85 in 1996 to 430 in 1999. This trend is a result of the conscious effort to encourage the implementation of activities through the mixed-team approach, thereby drawing on the complementary expertise and experience of international and national volunteers. This approach supports national capacity-building and has proved to be instrumental in sustaining development outcomes and promoting the spirit of volunteerism.

11. UNV remains committed to ensuring the fullest participation of women as UNV volunteers and to achieving its goal of a female/male ratio between 40/60 and 60/40 in the total number of serving UNV volunteers. Indeed, the participation of women increased from 1,036 in 1996 to 1,572 in 1999, an increase of 52 per cent. Overall, the ratio attained in 1999 was 36:64. The slight decline in the ratio of women UNV volunteers in 1999 compared to 1998 was largely attributable to the large-scale mobilization of UNV volunteers for shorter-term, emergency-related activities that required services for which it was relatively more difficult to mobilize women. Excluding the involvement in emergency, humanitarian, peacekeeping and electoral operations, the ratio attained in 1999 was 39:61. This is a positive indicator of the improving performance of the UNV programme in this regard.

12. An important UNV goal is to establish synergies with the programmes of other organizations to ensure maximum impact and gain strength from the partnership. During the biennium, UNV continued to broaden its partnership base. Measures taken included the strategic application of the Special Voluntary Fund (SVF) to promote joint activities through pilot projects, participation in humanitarian operations and electoral processes in collaboration with multilateral, regional and national entities, and working closely with civil society to strengthen local institutions and non-governmental organizations (NGOs). Such partnerships have proven valuable in generating additional funds, strengthening the programme implementation capability of UNV, and testing and demonstrating the effectiveness of volunteer contributions in specific areas.

13. General Assembly resolution 52/17, proclaiming 2001 as the International Year of Volunteers is generating increased recognition of the important role

of volunteers and awareness of the achievements that volunteerism can accomplish. It is enabling UNV, as the designated focal point for the Year, to reinforce its role in the development process and to broaden its support in the promotion of volunteer action. Furthermore, it is providing UNV with the opportunity to build new constituencies and to contribute more directly to the ongoing debate on social and economic development strategies.

B. Programme activities

14. As mentioned in paragraph 2, the UNDP corporate strategic results framework is used as a reference for the review and assessment of the involvement of UNV and the UNV volunteers in programme activities. Accordingly, the following presentation is structured along the relevant main categories of generic outcomes and related goals, sub-goals and strategic areas of support (SAS) that are identified in the corporate SRF of UNDP. These are: (a) the enabling environment for sustainable human development; (b) poverty eradication and sustainable livelihoods; and (c) special development situations. While many UNV activities have a bearing on the protection of the environment and the advancement of women, most often they form an integral part of the work of the volunteers within the above three main areas. As cross-cutting issues, they are therefore presented within this context. This is further reviewed in paragraphs 32-34. Similarly, UNV involvement in supporting the United Nations system as a whole is reflected below and in paragraph 35.

1. The enabling environment for sustainable human development

15. This programme area comprises several sub-goals and strategic areas of support designed to strengthen institutional capacities, enhance multilateral dialogue, and promote an enabling environment for sustainable human development. UNV activities in the context of the preparations for the International Year of Volunteers (see paras. 68 and 69), in particular its involvement in advocacy and in fostering the increased recognition, facilitation, networking and promotion of volunteering constitute important contributions to the national, regional and global dialogue to widen choices for sustainable and equitable growth.

16. During the biennium, 30 per cent of all UNV assignments supported activities falling within this programme area. The specific elements of this involvement included strengthening, at the community level, key governance institutions and providing support to decentralization processes. Activities also included assisting in electoral exercises.

17. A total of 861 UNV volunteers were mobilized to assist in the elections that took place in Cambodia, Central African Republic, East Timor, Haiti, Indonesia, Mozambique, Nepal, Niger, Nigeria and South Africa. Of these, more than 250 were recruited in cooperation with the European Union. The largest single operation was the popular consultation in East Timor. At the request of the Department of Peacekeeping Operations of the United Nations Secretariat (DPKO), 500 UNVs were mobilized to support the United Nations Assistance Mission in East Timor (UNAMET). The UNV volunteers (481 district electoral officers (DEOs) and 19 medical personnel) from 73 countries were fielded in a record six-week period. As the main outreach arm of UNAMET, the UNV DEOs helped to register 451,000 Timorese, of whom 98 per cent cast their vote. It is estimated that between 50 and 60 per cent of the voters were women. Following the evacuation of all United Nations personnel from East Timor to Australia, some 100 UNV volunteers, while awaiting their return to East Timor, supported UNAMET in providing emergency assistance for nearly 2,000 East Timor refugees. Upon their return, these UNV volunteers took on a front-line role as UNAMET district civil affairs officers to support the Timorese people in their efforts to rebuild the country. Under a new agreement with DPKO, up to 275 UNV volunteers are being fielded during the early part of 2000 to assist the newly created United Nations Transitional Administration in East Timor (UNTAET). In addition, some 20 UNV volunteers supported humanitarian relief operations in East Timor, including those of the Office for the Coordination of Humanitarian Affairs (OCHA), the Office of the United Nations High Commissioner for Refugees (UNHCR) and the World Food Programme (WFP).

18. The promotion of decentralization that supports participatory local governance, strengthens local organizations and empowers communities is another area where many UNV volunteers were involved. Kyrgyzstan provides a good example of how UNV volunteers contributed to the decentralization process

in that country by strengthening local planning and project-implementation capacity, increasing access to information and improving resource allocation to communities. In order to reach the poorest, mixed teams of international and national UNV volunteers mobilized social groups and assisted local communities through participatory approaches at the grass-roots level. To date, in the programme's six pilot districts, 140 community-based organizations (CBOs) have been formed with over 5,800 members from all participating municipalities. This project illustrates how UNV assists communities to participate actively in local development processes, thereby contributing to the broader objectives of the national decentralization programme, as highlighted in the UNDP Administrator's Business Plans, 2000-2003.

19. UNV regional activities that addressed the objective of improving the enabling environment included the strengthening of institutional capacity for governance. For example, in Central America and the Caribbean, UNV collaborated with the United Nations Children's Fund (UNICEF) and local partners mandated to implement the Convention of the Rights of the Child. The range of support provided at the country level included the drafting of new national legislation on the Child and Adolescent Code, assisting in its implementation where such a Code existed, and where it did not, maintaining the momentum for its establishment. In addition, the UNV volunteers helped to create awareness of the need to address the problems of children and youth in planning processes at the local government level. Areas of concern to some of the participating countries, such as child labour and sexual exploitation, the juvenile criminal justice system and national registry, were addressed through local, national and regional networks established with the involvement of the UNV volunteers to provide forums for exchanging views and experience in these areas.

20. The UNV contribution to strengthening human-rights institutions included support to the *Defensoría del Pueblo* Office of the Ombudsman in Peru in extending its outreach capacity to indigenous groups and small communities in rural areas. National UNV volunteers, half of whom were women, dealt with complaints and requests for intervention and mediation, acted on unjustified delays in court processes, coordinated mobile teams, set up education programmes for human rights and mounted public-information campaigns. After one year of UNV involvement, the geographic coverage of the Office had increased by 30 per cent while the number of claims handled and consultations made doubled. Access to the Office by the indigenous population, most of them living in communities that had been ravaged by conflict and among the poorest sector of the population, also increased significantly. In view of the success of this initiative, UNV is exploring with partners ways of replicating the project elsewhere.

2. Poverty eradication and sustainable livelihoods

21. UNV volunteers are extensively involved in poverty-eradication initiatives with a wide range of partners, primarily at the community level. During the biennium, some 30 per cent of all UNV assignments supported activities closely related to the sub-goals of poverty eradication and sustainable livelihoods identified in the UNDP SRF.

22. In support of UNDP programmes and activities targeting poverty eradication, mixed teams of international and national UNV volunteers assisted community-based initiatives in over 40 countries, working mainly with disadvantaged groups. Acting as an outreach for these programmes, UNV volunteers carried out a range of activities such as conducting baseline surveys of poverty levels, acting as a bridge to link communities and institutions at intermediate and national levels, disseminating information on services, assisting in the management of natural resources, and providing access to micro-credit. Specific examples that illustrate the value-added of UNV activities in addressing poverty eradication included support to women in rural areas in Yemen, the strengthening of national volunteer organizations dealing with poverty eradication activities in Mali, and assisting indigenous communities in Ecuador.

23. Within the framework of UNDP support to the Government of Yemen's Programme for Poverty Eradication, UNV volunteers assisted women's agricultural centres in assessing the capacity of the centres to respond effectively to the needs of communities, identifying resource requirements, undertaking training of trainers, and providing technical advice in areas such as livestock production, basic food processing, and homelot gardening. They also supported women's groups in accessing funds made available under the UNDP Poverty Alleviation Programme for small-scale local development schemes. In Mali, UNV volunteers supported the National

Voluntary Service (NVS) in the implementation of poverty-eradication activities. This endeavour involved 300 volunteers from the NVS. Together, they established 1,500 CBOs, trained 800 community leaders, conducted literacy programmes for 1,600 adults — 80 per cent of whom were women — assisted in reforestation and in the preparation and utilization of land for agricultural production. In Ecuador, a team of international and national UNV volunteers assisted indigenous communities living in areas afflicted by increasing poverty and environmental degradation. Working in close collaboration with local NGOs, provincial government authorities and private foundations, UNV volunteers supported institution-building to strengthen environmental management and the establishment of micro-enterprises for income generation.

24. UNV volunteers were also engaged in activities aimed at improving community access to health, education, water and sanitation and other basic services. During the biennium, UNV continued to collaborate closely with the Joint and Co-sponsored United Nations Programme on HIV/AIDS (UNAIDS) and UNDP country offices in support of community efforts in responding to the HIV/AIDS epidemic and in strengthening networking among people living with HIV/AIDS. Based on the premise that the needs and problems of people living with AIDS are best understood by those affected, national UNV volunteers, many of them HIV-positive, served as peer educators, counsellors, and project coordinators in Malawi and Zambia. This initiative is being expanded in 2000 to other countries, including Burundi, Cambodia, Côte d'Ivoire and India. In the Caribbean region, another initiative with UNAIDS, designed to support four national seropositive groups and the Caribbean Regional Network of Seropositives (CRN+), has been approved and is also being implemented in 2000. All these activities are aimed at increasing public awareness of HIV/AIDS and strengthening the capacity of self-help groups in dealing with the social and economic impact of the epidemic at the community level.

25. In promoting employment and fostering skills among youth, UNV has supported the training of disadvantaged youth. A typical example was UNV involvement in the strengthening of the Hoa Sua Vocational Training School in Hanoi, Viet Nam. The school, a non-profit-making entity managed by a group of Vietnamese women, offered courses such as catering, industrial sewing, small-business management and foreign languages. Income generated from three main businesses — a café/restaurant, a bakery and a catering service — helped to cover the salaries of 89 staff, administration costs and scholarships for more than 300 students. However, the demand for training outstripped the school's capacity. To enhance the performance of the school, international and national UNV volunteers introduced a number of measures, including improvements in the school's management and administrative practices, staff and programme evaluation systems and the establishment of a support network involving the government, international NGOs, catering schools, embassies and volunteer chefs. The financial management of the school will be further strengthened through a specialized assignment under the UNV-administered United Nations International Short-Term Advisory Resources (UNISTAR) modality (see para. 37). Since its establishment, over 90 per cent of the graduates — more than 50 per cent of whom are young women — have secured full-time employment.

26. The importance of information and communication technologies (ICTs) in the development process was underscored by the Administrative Committee on Coordination when it set "Information for All" as a fundamental development goal. In this context, UNV, in collaboration with the UNDP Information Technology for Development Programme, initiated a pilot project to assist "information poor" communities by providing access to information technologies and connectivity to Internet. This project, entitled "Technology Access Community Centres", which is being implemented in the Governorate of Sharkeya in Egypt, is expected to serve 15,000 users annually. It is also expected to demonstrate how UNV can support communities in such fields as health, education and small-business development through the application of ICTs. Young women, aspiring entrepreneurs and health workers are among the many people already tapping into these new sources of information. It further provides the opportunity for UNV volunteers to increase awareness within civil society of the importance of the new ICTs and to provide training on their use. This will create opportunities for learning, employment and networking at both national and regional levels. UNV anticipates a growing role in helping to ensure that the benefits that

derive from the application of ICTs are also made accessible to marginalized communities.

3. Special development situations

27. UNV support to countries in special development situations encompassed peace-building and reconciliation, humanitarian and emergency operations as well as relief activities that were linked to rehabilitation and reconstruction. During the biennium, 34 per cent of all UNV volunteer assignments related to these areas, including support to United Nations system-wide responses to complex emergencies and the efforts to accelerate the process of sustainable recovery. Specific activities undertaken in support of relief operations included assistance and protection of refugees and internally displaced persons, human-rights monitoring, field coordination, food distribution and logistics.

28. During 1998-1999, UNV was involved in humanitarian and relief operations in over 60 countries, the largest being in the Balkans, the Great Lakes and the Horn of Africa. UNV volunteers assisted emergency relief efforts in the context of refugee crises. With UNHCR, UNV volunteers were engaged in all aspects of refugee assistance from establishing and managing camps to participating in repatriation operations, including the monitoring and protection of refugees, logistics, and programme coordination. With WFP, the involvement of UNV volunteers in food distribution contributed to the survival of vulnerable groups, refugees, internally displaced persons and residents in food-deficit areas. UNV volunteers also supported the work of UNICEF and the World Health Organization (WHO) in emergency activities focusing, more specifically, on children and health. The White Helmets Initiative (WHI) (see para. 39) continued to be a valuable source of support in several of these operations.

29. In response to the Hurricane Mitch emergency, which hit Central America in late 1998, UNV mobilized, at very short notice, volunteers for emergency operations in Honduras, Nicaragua and El Salvador. In Honduras and Nicaragua, more than 100 volunteers contributed to the immediate needs assessment in remote provinces, enabling agencies and national authorities to target emergency supplies of food, water and other basic needs. UNV volunteers in El Salvador concentrated on the provision of critical primary-health services. The decentralized facility available to the UNV programme officers (see para. 55) enabled UNV to respond quickly to this emergency and established the basis for involvement in follow-up programmes in collaboration with other partners.

30. A major challenge in countries emerging from internal conflict is the rebuilding of confidence, trust and the capacity for sustainable recovery. In this context, UNV volunteers can play a special role as mediators in confidence-building and peace-promotion activities, particularly at the community level. In Georgia, for example, UNV volunteers were instrumental in building up national capacity for conflict resolution through the training of representatives of civil society groups. They also promoted peace-building processes at the community level through inter-communal partnerships and joint projects. More broadly, the UNV volunteers supported local NGOs in establishing links with international bodies and promoted dialogue and the building of links among groups from the conflict zones.

31. In supporting countries in special development situations, Kosovo illustrates well how UNV volunteers can be instrumental in helping to bridge the link between relief and development and in supporting activities that promote the sustainable recovery and rehabilitation of affected populations. Upon the establishment of the United Nations Interim Administration Mission in Kosovo (UNMIK), UNV was requested to mobilize 200 UNV volunteer civil administration support officers to work in areas such as rehabilitation, regional and municipal administration and civil registration. They played a key role in re-establishing social services and rebuilding local administrative capacity, thereby providing support to affected populations, including refugees and displaced persons. Up to 600 UNV volunteers are expected to be called upon during 2000 to support UNMIK and municipal election processes managed by the United Nations and the Organization for Security and Cooperation in Europe (OSCE). In addition, UNV volunteers also supported UNHCR, the United Nations Office for Project Services (UNOPS) and WFP in humanitarian relief operations. As for longer-term development activities, UNV volunteers were engaged in programmes such as the Village Employment and Rehabilitation Programme (VERP), funded by the European Union and through which over 45,000 people have been employed.

4. Environment and gender

32. As mentioned in paragraph 14, and as demonstrated in the presentations above, the protection of the environment and the advancement of women form, for the most part, an integral part of the work of the UNV volunteers in the areas of enabling environment, poverty eradication and special development situations. Presented below are two examples of the relatively few projects in which UNV, in collaboration with other parts of the United Nations system, has been more directly engaged.

33. Jointly with the Office to Combat Desertification and Drought (UNSO), UNV supported 13 African countries in the context of the United Nations Convention to Combat Desertification (UNCCD). The primary role of the national UNV volunteers was to help to ensure the active participation of civil society in the national action plan (NAP) processes, thereby contributing to the strengthening of the capacity of local institutions. By bringing together actors such as women's groups, farmer associations and local government, they helped to create forums for participatory discussions on national policies. In some countries, such as Burkina Faso and Kenya, this led to substantial amendments to the NAP. The working style and personal commitment of the UNV volunteers was also instrumental in generating awareness of the mutual benefits arising from partnership between civil society and government. In recognition of the project's success in terms of fully engaging stakeholders in the elaboration of the NAPs, UNV and UNSO were invited to make a presentation to the UNCCD Third Conference of the Parties in November 1999 in Recife, Brazil — the first time UNV had contributed to the deliberations of a major post-Rio environmental convention. At the meeting, the role played by the UNV volunteers as brokers between Governments and civil society organizations (CSOs) was commended. Proposals were made that UNV should continue to be involved in activities financed from the national desertification funds.

34. In collaboration with the United Nations Development Fund for Women (UNIFEM) and the UNDP Gender-in-Development Programme, UNV gender specialists, almost half of them from developing countries, joined UNDP country offices to support the promotion of gender-mainstreaming. The synergies generated by UNIFEM technical expertise at the regional level, UNDP local knowledge, and the commitment and dedication of the UNV volunteers, contributed to increased awareness and understanding of gender issues in the countries involved and more systematic integration of gender issues in UNDP-supported activities. Gender training provided to staff from UNDP, other United Nations organizations, Governments and NGOs facilitated this process. Increased access to information also contributed to the empowering of women NGOs and their active participation in the preparation of national action plans. While the project faces challenges in fully mainstreaming gender as a cross-cutting issue in development, it is illustrative of the strengths that can be drawn from partnerships. This was highlighted at the mid-term review meeting among the three organizations at which it was also recommended that decisions on future directions should be taken after the review of the Beijing Platform for Action at the special session of the General Assembly to be held in June 2000.

5. Support to the United Nations

35. The UNV programme continues to be an important source of support to the United Nations system as a whole in implementing its programmes and activities. As already mentioned above, through the mobilization of UNV volunteers, UNV has contributed to the operations of United Nations specialized agencies, funds and programmes in diverse areas such as poverty eradication, institution-building, training, health, environment, urban development, micro-finance, humanitarian relief, peace-building, human rights and elections. In addition, it has demonstrated its ability to be pro-active and flexible in responding to new development-related challenges facing the United Nations system. The current involvement of UNV volunteers in the diffusion and application of ICTs in low-income communities is one such example. During the biennium, UNV volunteers supported the programme activities of over 25 United Nations agencies, funds and programmes. UNV volunteers also joined country offices to support UNDP resident representatives in their role as resident coordinators. In the context of the follow-up to United Nations global conferences, UNV prepared a report on the implementation of the Copenhagen Declaration and Programme of Action with particular reference to the role that volunteerism and volunteers can play in social development. This is further elaborated in paragraph 69.

C. Other modalities

36. In addition to supporting developing countries and countries in transition through the international and national volunteer modalities, UNV supports and promotes three other volunteer modalities, namely, the United Nations International Short-Term Advisory Resources (UNISTAR), the Transfer of Knowledge through Expatriate Nationals (TOKTEN) and the White Helmets Initiative (WHI). The following paragraphs present an overview of activities undertaken in these three areas during the biennium. It also introduces the on-line volunteering modality as an exciting, new avenue for volunteering.

1. UNISTAR

37. The provision of the services of highly qualified short-term volunteer advisers through the UNISTAR modality continued to be an effective means of enhancing the capacity of public and private enterprises in developing countries and economies in transition. During the biennium, 128 advisory missions were undertaken in 27 countries. Requests for assistance included: rural engineering in Angola; energy distribution in China; micro-financing in Ethiopia; food processing in Jamaica; water desalination in Jordan; water conservation in Lesotho; olive production in the occupied Palestinian territories; shoe production in Tunisia; and aquaculture development in Uruguay. The wider application of corporate employees volunteering in the context of UNISTAR activities shows potential and is currently being explored. In recognition of the complementary role of the UNISTAR programme to UNV longer-term development cooperation activities, the UNISTAR programme was transferred from New York to Bonn in 1999 and mainstreamed within UNV.

2. TOKTEN

38. The TOKTEN programme provides a channel through which skilled expatriate volunteers are given the opportunity to serve in their country of origin. It is a highly decentralized programme, promoted first and foremost by programme country Governments and UNDP country offices and supported by UNOPS. In view of this and in order to better define the role of UNV in promoting this programme, a review was undertaken in 1999. Based on the findings and options presented in the report, UNV is now determining how it can best support the TOKTEN programme. In this regard, the international TOKTEN conference to be held in Beijing, China, in May 2000, will be a forum for UNV to exchange views with partners.

3. White Helmets Initiative

39. The White Helmets Initiative (WHI) was established in 1994 by the Government of Argentina with the aim of introducing an assistance concept and modality through which pre-identified, stand-by and trained teams of volunteers from various national volunteer corps could be placed at the disposal of the Secretary-General, through the UNV programme, in support of immediate relief, rehabilitation, reconstruction and development activities. The operationalization of the concept and modality has further developed in recent years. The 1999 review (see para. 46) confirmed the potential of the WHI as a valuable and cost-effective mechanism. Conditions are thus in place for exploring the extension of partnerships with other national volunteer corps, civil society, regional organizations and multilateral funding institutions. During the reporting period, in collaboration with United Nations organizations such as the Office of the United Nations High Commissioner for Refugees (UNHCR), the United Nations Office for Project Services (UNOPS) and the World Food Programme (WFP), United Nations peacekeeping operations and national institutions in the beneficiary countries, UNV/White Helmets volunteers have undertaken a diverse range of activities utilizing mixed teams of national and international volunteers. Following the report of the Secretary-General on the "White Helmets" initiative, the General Assembly adopted resolution 54/98, in which it expressed its appreciation for the commendable progress of the Initiative.

4. On-line volunteering

40. The launching of the joint UNDP/CISCO systems NetAid initiative in October 1999 demonstrated the crucial role of the Internet as a channel for global communication. In recognition of this and in view of the growing importance of information and communication technologies in the development process, UNV, as a NetAid partner, began developing an on-line volunteering programme. At the time of finalizing this document, the first version of the UNV-powered web site under NetAid went live (http://app.netaid.org/OV/). This new modality holds

great potential to promote volunteer action and global solidarity for human development as well as to complement and support the roles of other UNV modalities. It opens up new possibilities for many more individuals to contribute directly and share their skills and time right from their homes. Equally important, it provides a powerful means through which institutions and CSOs can access knowledge and expertise. In this respect, UNV aims to mobilize its own network of UNV programme officers in the field and all other serving UNV volunteers to become channels for accessing on-line services by local communities and facilitating the setting-up of networks.

D. Consolidating existing partnerships and building new ones

41. As mentioned in paragraph 12, an important UNV goal is to gain strength from partnerships with other organizations. In the period 1998-1999, UNV thus continued to broaden its partnership base. In recognition of the complementary roles and opportunities for new joint-programming initiatives, UNV signed memoranda of understanding with the United Nations Centre for Human Settlements (UNCHS) and with the United Nations International Drug Control Programme (UNDCP). Specific programme examples of newly established or strengthened partnerships included the UNAIDS "Greater Involvement of People Living with AIDS"; the WHO "Healthy Cities"; the UNDP "Local Initiative Facility for Urban Environment" and "Information Technology for Development"; and the UNDP/OHCHR "Support to Human Rights Strengthening".

42. As noted in paragraph 17, there was an increase in UNV collaboration with the European Union. In recognition of the role played by UNVs in electoral operations, UNV was invited to take part in an expert group to consult on the newly created European Union Electoral Unit. This will further consolidate the existing links between the Union and UNV and may form the basis for collaboration in the field of development cooperation.

43. During the biennium, UNV also strengthened its links with CSOs. These included: the Asian-Pacific Forum of National Human Rights Institutions; the Bangladesh Rural Advancement Committee (BRAC); the Grameen Bank, Bangladesh; Habitat for Humanity International, the United States of America; the International Institute for Development and Citizenship, Brazil; and the Open Society Institute (OSI-SOROS), the United States of America. With regard to the UNISTAR programme, new partners included the Netherlands Management Cooperation Programme and the *Senior Experten* programme of Germany. In addition, stronger working relationships were established with training and research institutes such as the Austrian Study Centre for Peacekeeping and Conflict Resolution; the Berghof Foundation, Germany; Conciliation Resources, United Kingdom; and the International Training Programme for Conflict Management, Italy.

44. In addition, UNV reassessed its relationship with its cooperating organizations — national entities that assist UNV by mobilizing human and financial resources. In 1998, an independent review was conducted by an external consultant to establish their perception of the relationship with UNV. The feedback from cooperating organizations was both frank and critical and highlighted a number of areas requiring attention. A follow-up review was undertaken in 1999 to assess to what extent actions taken by UNV had addressed the issues raised. Despite the relatively short timeframe, cooperating organizations indicated that the steps taken had been positive and had improved working relationships. A significant point raised was the perceived attitudinal shift with respect to how UNV relates to its partners and to its volunteers. Equally important, improvements in relationships with focal points, communication flows and the administration of volunteers were noted. The sharing of both reports with participating organizations was also regarded as a positive step in pursuing a transparent and constructive dialogue with all stakeholders. The lessons learned from this review constituted important inputs in the ongoing process of identifying ways in which UNV can work more effectively with its partners.

E. Lessons learned from reviews and evaluations

45. In response to the 1997 management audit and in line with the proposal contained in the report of the Administrator on UNV for the period 1996-1997 (DP/1998/20), a facility to strengthen UNV evaluation capacity was established in 1998, financed by the SVF. This allowed flexibility and greater independence in the approaches utilized to evaluate project activities

and enabled UNV to undertake important strategic reviews.

46. Reviews undertaken focused on UNV modalities, namely the Field Worker, the national UNV volunteer, the TOKTEN and the White Helmets initiative. Some of the key points emerging from these reviews included: (a) the need to clarify the role of field workers in relation to other UNV modalities and to ensure consistent application of this modality; (b) the acknowledgement of the increasing relevance of the national UNV volunteer modality for capacity-building and sustainable development initiatives and the need to address issues relating to conditions of service and the procedures and structures for managing national UNV volunteers; (c) options for a more active role of UNV in the TOKTEN modality (see para. 38); and (d) the recognition that the UNV/White Helmets concept could be translated into a valuable assistance modality (see para. 39).

47. Through the new facility, UNV also tested innovative methods of evaluation. Beneficiaries participated in the preparation of terms of reference and the design of evaluations. This process contributed to mutual learning and to ensuring that the recommendations reflected the concerns and interests of targeted groups. On the basis of findings and options presented by external evaluation teams, UNV itself took on the formulation of specific recommendations. This participatory approach, involving UNV staff at large, assisted in securing full ownership of the follow-up activities.

48. UNV has recognized the need for a greater involvement in the evaluation of the contributions of UNVs in activities that are designed, managed and funded by other United Nations organizations. A more accurate evaluation of the roles and contributions of UNVs in such projects and programmes will be pursued with partners.

49. In order to strengthen accountability and learning within the organization, increased resources were made available for monitoring missions and training was provided to assist in identifying indicators for project formulation and evaluation. Drawing on the UNDP handbook "Results-Oriented Monitoring and Evaluation", UNV also updated and expanded its guidelines for monitoring and evaluation. The new guidelines are presently being incorporated into the monitoring and evaluation processes in UNV.

III. Resources management

A. Financial resources

50. Annex I provides a financial overview of the UNV programme as a whole. Information under Regular resources relates to the Special Voluntary Fund. Other resources relate to (a) cash contributions to UNV itself under trust funds, other co-financing arrangements and the biennial support budget (approximately 52 per cent) and (b) the financial value of volunteer assignments that are charged directly to agencies and partners (approximately 48 per cent). Although the latter does not correspond with cash contributions to UNV directly, it is incorporated in the overview in order to present a total order of magnitude, in financial terms, of the activities of UNV. Annex II lists cash contributions to UNV by country.

51. As reflected in the annex, the total value of activities carried out in 1998-1999 was $150.8 million, of which $7.2 million or approximately 5 per cent was financed from the SVF and $143.6 million, or approximately 95 per cent, from other resources. A growth of $19.1 million or about 13 per cent is foreseen for the current biennium as a result of a higher delivery under SVF projects and an increase in UNV activities in the context of major United Nations peacekeeping operations.

1. Special Voluntary Fund

52. New commitments for pilot and experimental projects financed from the SVF increased to a total of $12.0 million, more than double the amount committed in the 1996/1997 biennium. Of the balance of resources of $26.6 million as at 31 December 1999, 49 per cent was already fully committed in the form of approved budgets for future years. Against the balance of uncommitted resources of $13.6 million, a portfolio of project proposals of $6.0 million had already been developed, leaving a balance of $7.6 million available for immediate additional programming for future years and for maintaining an operational reserve. The increase in approvals and the additional programming will lead to an increase in expenditures during the period 2000-2001. As a result, the balance of uncommitted resources is expected to decrease to $6.5 million at the end of 2001. The Administrator believes it is important that, by that time, additional contributions be given to the SVF. This is essential for

the Programme to be able to maintain the level of pilot and experimental projects necessary to continue fulfilling its role in supporting development through the advocacy of volunteerism and the mobilization of volunteers.

53. While a regional balance of SVF project commitments was maintained, the number and volume of pilot and experimental volunteer projects in least developed countries (LDCs) in Africa and Asia more than doubled in the 1998-1999 biennium. Of the newly committed SVF resources, including cost-sharing, close to 80 per cent in Africa and more than 70 per cent in Asia targeted LDCs.

54. The SVF projects approved in 1998-1999, which were aimed primarily at supporting the implementation of the UNV Strategy 2000, also fell within the broader goals identified in the context of the UNDP SRF. Nearly 40 per cent of new commitments related to activities such as decentralization and local governance programmes in support of an enabling environment for sustainable human development. Approximately 35 per cent of new commitments were targeted at poverty eradication and sustainable livelihoods. The remainder encompassed activities in the area of environment and natural resources, gender equality, special development situations and allocations to address critical areas highlighted in the 1997 Management Audit.

55. In line with the UNV policy to empower UNV programme officers, the Programme Officer Empowerment Mechanism (POEM) was launched in 1998. Through POEM, UNV programme officers are provided with a small fund ($10,000), which they may allocate for the purposes of quick response to emergencies as well as emerging local needs. An example of where this mechanism was successfully applied is presented in paragraph 29.

2. Other resources

56. Activities financed from resources other than the SVF amounted to $143.6 million or 96 per cent of the total. Of the total $111.2 million in programme expenditure, approximately 32 per cent was financed from programme resources of UNDP itself, approximately 25 per cent from resources of other United Nations specialized agencies, funds and programmes, 16 per cent under DPKO missions and 27 per cent under trust funds, full funding and other co-financing arrangements.

B. Volunteer resources

57. The diversity in the types of skills required for UNV assignments has necessitated continual adjustment in the skills mix within the UNV roster. During the biennium, for example, requests for the services of UNV volunteers increased in areas such as capacity-building, emergency relief, human rights and electoral processes. While the total number of candidates on the roster and the countries represented remained stable at 3,800 and 156 respectively, the ratios among the various specializations within the 108 professional categories changed. In building its roster capacity and in mobilizing UNV volunteers for large operations, UNV continued to collaborate with a range of recruitment sources, including its traditional partners. For the popular consultation in East Timor, for example, 57 UNDP country offices and 11 cooperating organizations assisted in the recruitment of the 500 UNVs.

58. A notable development within UNV has been the impact of information technology in the management of the roster system. It has allowed the rapid processing of applications and recruitment of volunteers as well as the expansion of UNV outreach capacity and the broadening of its recruitment source base.

59. The safety and welfare of UNV volunteers in the field continued to be a matter of concern. While UNV volunteers are covered by the security arrangements that apply to all United Nations personnel under the Office of the United Nations Security Coordinator (UNSECOORD), UNV undertook additional measures aimed especially at its volunteers assigned to more hazardous duty stations. During the biennium, a series of regional security training workshops for UNV programme officers was conducted in Argentina, Lebanon, South Africa and Thailand, made possible by financing from a major donor. Areas covered during the training ranged from the planning of personal and residential security measures to stress management and the establishment of security management plans. Trainers and resource persons from UNHCR and UNSECOORD participated in all the workshops. In Argentina, and with additional financial support from the Secretariat for International Humanitarian Assistance (responsible for the White Helmets initiative in Argentina), the UNV programme officers received training in coping with hazardous situations through simulated exercises carried out at special

facilities. As a result of these workshops, UNV programme officers in turn conducted security training for all UNV volunteers in their respective countries of assignment. Other measures taken to safeguard further the well-being of UNV volunteers included the issuance of a field manual and video on security issues, which has also been shared with collaborating organizations. Disturbing trends with respect to the safety of United Nations civilian personnel means that security will continue to be a challenge to UNV.

C. Management and administration

60. Actions taken in the area of management and administration were guided in particular by findings and recommendations emanating from the far-reaching workflow review undertaken by UNV itself in late 1997 and the extensive management audit carried out by the UNDP Office of Audit and Performance Review (OAPR) in 1997.

61. The implementation of the recommendations of the workflow review were completed, including a comprehensive training programme for all staff involved. Feedback from country offices, UNV partners and the volunteers themselves confirmed that the measures taken to rationalize and streamline business procedures for operational processes — including the merging of functions at UNV headquarters, the introduction of the volunteer assignment compact, the monetization of UNV volunteer entitlements, and further decentralization to country offices — contributed to improved performance. The implementation of these measures was also required to enable UNV to support substantial programme growth while absorbing budget reductions as a result of the overall severe budget constraints faced by UNDP.

62. Recommendations arising from the management audit carried out in 1997 were implemented during the reporting period. In recognition of the work done and results achieved, OAPR awarded UNV the first-ever certificate of appreciation.

63. As part of the new approach towards organizational planning and learning, UNV organized a global workshop, the first of its kind, in which all UNV programme officers and administrative assistants from country offices and all headquarters staff participated. Working on the principles of equity, inclusion, participation and learning, the intensive interaction that took place focused on working practices, future challenges and opportunities, and the International Year of Volunteers. The workshop resulted in increased communications throughout the organization, a more participatory approach to training and learning, and, in general, a strengthened UNV team spirit. The workshop energized the organization: staff are more involved in decision-making forums and contribute to ideas and vision pertinent to the future direction of UNV.

64. During the biennium, substantial investments were made in the area of staff development and training. Major focus areas were training on the new workflows, operational procedures and financial systems, new supporting business softwares and programme management. The training in facilitation skills provided to programme officers and administrative assistants from the field and headquarters staff in the context of the global workshop greatly improved the in-house capacity for moderating group work and exchange of views.

65. With the objective of better informing its partners about major activities and development, UNV published its first annual report, covering events in 1998. During the biennium, increasing emphasis was also given to the Internet as a tool for public outreach. Topical information, including on-line versions of UNV publications has been published regularly and now attracts some 160,000 hits every month.

66. During the biennium, new software systems were introduced and software enhancements and upgrades undertaken to: (a) ensure compliance with UNDP systems following the introduction of the Integrated Management Information System (IMIS) and Financial Information Management System (FIMS) and (b) make UNV Y2K compliant. In addition, a UNV systems development methodology and information technology master plan were established.

IV. Challenges and opportunities: International Year of Volunteers

67. In its resolution 52/17, of 20 November 1997, the General Assembly proclaimed 2001 as the International Year of Volunteers. This constitutes a unique opportunity for UNV, as the designated focal point, to develop further its position as the volunteer arm of the

United Nations in support of volunteering for development. The present report began with a section describing the nature of the impact UNV volunteers have on volunteerism in the countries in which they serve and in their home countries upon return. This closing section highlights some of the work undertaken by UNV to help to ensure that the Year is successful both in terms of global coverage and impact. It also reflects on some of the implications of these efforts.

68. Following General Assembly resolution 52/17, a dedicated team was brought together at UNV headquarters in Bonn with funding provided by various donor Governments to assist in preparations for the International Year of Volunteers. Subsequently, team members were also assigned to Brussels, Geneva and New York. The initial task was to generate broad public awareness and support for the Year. To this end, a poster and logo were designed, an interactive web site in four languages was established, and publications, including a detailed guidance note, were prepared and distributed. Attention has since shifted to encouraging and assisting countries in their preparations for the Year, in particular through efforts to facilitate the formation of national steering committees.

69. During the biennium, UNV worked towards publicizing the importance of the International Year of Volunteers at international and regional events to underline the links between volunteering and the goals of the United Nations. This effort is likely to intensify in the period ahead. In addition, to complement various studies under way on the positive role that voluntary contributions can play in social capital formation, UNV is supporting research into the area of quantitative measurement of volunteering to highlight its economic value to societies. UNV also actively supported measures taken by Governments to have volunteering included as one of the new initiatives to be considered at the special session of the United Nations General Assembly on the Implementation of the Outcome of the World Summit for Social Development and Further Initiatives in June 2000 and to be included on the agenda of the thirty-ninth session of the Commission for Social Development in 2001. Towards these ends, an expert working group meeting was organized in late 1999, with additional funding from the W. K. Kellogg Foundation, to consider the contribution of volunteering to social development in every region. The meeting resulted in a set of recommendations on measures that Governments can take to help to promote an environment within which volunteering can flourish. The report of the meeting has been widely distributed and is serving as a valuable background and policy document on the subject both within and outside UNV.

70. These initiatives, and others, inspired by the International Year of Volunteers, are bringing UNV into contact with a broad range of actors at global, regional, national and local levels. They include the voluntary sector (advocacy and operational not-for-profit organizations, faith-based groups, foundations, etc.), the private sector with its growing interest in volunteering by corporate employees and the media. The Year is also stimulating steadily growing interest from the general public in the work of the United Nations in this field, largely because a significant proportion of the world's population is able to identify with volunteering; for many, the link with the United Nations is an additional attraction. The Year is, moreover, providing a framework to help to strengthen partnerships between UNV and other United Nations bodies, given the widespread involvement of volunteers locally in the programmes of most organizations of the United Nations system.

71. While it is still too early to determine precisely what will be the full impact of the International Year of Volunteers on UNV, it is already clear that it is having an influence and that this influence is likely to intensify. First, with the focus on volunteerism that the Year is generating, UNV is reinforcing the volunteer spirit, in all aspects of its work as a valuable complement to the skills and experience of the volunteers themselves. Second, a growing number of contacts made as a direct result of the preparations for the International Year of Volunteers (see para. 70) are already resulting in promising partnerships for UNV in its regular work. Through these, UNV expects to increase further its visibility and broaden its funding and recruitment bases. Third, the Year is likely to have a positive impact on UNV links with its partners in the United Nations system after the Year is over, thereby contributing to expanded and ever-more innovative relationships. Finally, UNV will have to explore creative ways to respond to the diverse manifestations of growing interest on the part of Governments and organizations in nurturing and expanding volunteer contributions domestically. This is likely to be the greatest challenge for UNV resulting from the International Year of Volunteers in the years ahead.

V. Executive Board action

72. The Executive Board may wish to:

1. *Take note* with appreciation of the report of the Administrator on the activities of the United Nations Volunteers programme during the 1998-1999 biennium (DP/2000/24) and the significant growth achieved during that period;

2. *Welcome* the use of the UNDP strategic results framework, including the way in which it encompasses support to the United Nations system as a whole, as the instrument to present an overview of the areas, outcomes and results to which the Programme and the UNV volunteers contribute;

3. *Reaffirm* the importance as well as the value-added of the United Nations Volunteers programme and its aspirations at the global, regional and national level, including the promotion of South-South collaboration;

4. *Recognize* the important contributions of UNV volunteers in the area of electoral support;

5. *Welcome* the contribution of the UNV programme to national capacity-building and sustainable development through, in particular, the expanded mobilization of national UNV volunteers;

6. *Support* the relevant bridging role that UNV volunteers can play in the transition from humanitarian assistance to reconstruction, rehabilitation and to longer-term sustainable development;

7. *Decide* to hold a special event on volunteering at its annual session 2001 in the framework of the International Year of Volunteers and the thirtieth anniversary of the United Nations Volunteers programme.

Annex I

United Nations Volunteers resource planning table: projected resource availability and utilization of resources

(in millions of United States dollars)

	1998-1999			2000-2001		
	Regular resources (SVF)	*Total Other resources*	*Total resources*	*Regular resources (SVF)*	*Total Other resources*	*Total resources*
Resources available						
Opening balance	23.5	25.6	49.1	26.6	24.8	51.4
Income:						
Contributions[a]	6.5	141.1	147.6	7.0	154.2	161.2
Interest, miscellaneous income and pro forma external costs (net)	3.8	1.7	5.5	3.0	1.5	4.5
Total	**33.8**	**168.4**	**202.2**	**36.6**	**180.5**	**217.1**
Use of resources						
A. Programme expenditure	6.3	111.2	117.5	12.3	122.0	134.3
B. Programme support						
Support costs		2.9	2.9		3.2	3.2
Programme officers		6.0	6.0		8.0	8.0
C. Transfer to reserves	0.9	-	0.9		-	-
D. Management and administration		23.5	23.5		24.4	24.4
Total	**7.2**	**143.6**	**150.8**	**12.3**	**157.6**	**169.9**
Balance of resources at 31 December	26.6	24.8	51.4	24.3	22.9	47.2
Commitments for future years (as at 31 December)						
A. Projects	11.6	17.7	29.3	16.3	20.0	36.3
B. External costs of serving volunteers	1.4		1.4	1.5		1.5
Total commitments	**13.0**	**17.7**	**30.7**	**17.8**	**20.0**	**37.8**
Balance of uncommitted resources surplus/deficit (as at 31 December)	**13.6**	**7.1**	**20.7**	**6.5**	**2.9**	**9.4**

[a] Includes under Other resources the UNV biennial support budget, which is part of the UNDP biennial appropriations.

Annex II

Cash contributions to UNV for the biennium 1998-1999 by country

(Thousands of United States dollars)

Donor Government	*Regular resources*	*Other resources*	*Total*
Argentina	-	1 999.0	1 999.0
Australia	-	56.1	56.1
Austria	112.8	-	112.8
Bangladesh	2.3	-	2.3
Belgium	287.3	1 250.7	1 538.0
Botswana	25.0	-	25.0
Burkina Faso	1.8	-	1.8
Canada	66.6	170.8	237.4
China	30.0	-	30.0
Cyprus	3.6	-	3.6
Czech Republic	60.6	-	60.6
Denmark	-	537.4	537.4
Egypt	3.0	-	3.0
Finland	-	1 535.7	1 535.7
France	91.9	521.2	613.1
Germany	3 909.1	1 201.2	5 110.3
India	15.0	-	15.0
Ireland	194.8	1 209.2	1 404.0
Italy	-	1 171.8	1 171.8
Jamaica	5.0	-	5.0
Japan	-	7 929.7	7 929.7
Lesotho	0.2	-	0.2
Netherlands	749.1	2 764.0	3 513.1
Norway	-	318.7	318.7
Panama	1.0	-	1.0
Philippines	0.6	-	0.6
Poland	-	130.0	130.0
Slovakia	-	80.0	80.0
South Africa	4.8	-	4.8
Spain	-	2 394.0	2 394.0
Sri Lanka	3.0	-	3.0
Sweden	-	998.3	998.3
Switzerland	663.8	183.5	847.3
Syria	1.4	-	1.4
Thailand	5.7	-	5.7
Turkey	50.0	-	50.0
United Kingdom	-	383.9	383.9
United States of America	100.1	-	100.1
Total	**6 388.5**	**24 835.2**	**31 223.7**